

Hidalgo County Sheriff's Office  
Texas Public Information Act Office  
711 El Cibolo Road  
Edinburg, TX 78541

February 8, 2019

This is a follow up to a previous request:

To Whom It May Concern:

I wanted to follow up on the following Texas Public Information Act request, copied below, and originally submitted on Oct. 10, 2018. Please let me know when I can expect to receive a response.

Thanks for your help, and let me know if further clarification is needed.

Filed via MuckRock.com

E-mail (Preferred): 62203-59622077@requests.muckrock.com

Upload documents directly: [https://www.muckrock.com/accounts/agency\\_login/hidalgo-county-sheriffs-office-5528/cellhawk-62203/?uuid-login=5506752f-0e3d-43b6-9ee0-6c999af95eaa&email=erin.thorn%40da.co.hidalgo.tx.us#agency-reply](https://www.muckrock.com/accounts/agency_login/hidalgo-county-sheriffs-office-5528/cellhawk-62203/?uuid-login=5506752f-0e3d-43b6-9ee0-6c999af95eaa&email=erin.thorn%40da.co.hidalgo.tx.us#agency-reply)

Is this email coming to the wrong contact? Something else wrong? Use the above link to let us know.

For mailed responses, please address (see note):

MuckRock News  
DEPT MR 62203  
411A Highland Ave  
Somerville, MA 02144-2516

PLEASE NOTE: This request is not filed by a MuckRock staff member, but is being sent through MuckRock by the above in order to better track, share, and manage public records requests. Also note that improperly addressed (i.e., with the requester's name rather than "MuckRock News" and the department number) requests might be returned as undeliverable.



**KEN PAXTON**  
ATTORNEY GENERAL OF TEXAS

January 7, 2019

Ms. Erin D. Thorn  
Assistant District Attorney  
Hidalgo County  
100 East Cano  
Edinburg, Texas 78539

OR2019-00378

Dear Ms. Thorn:

You ask whether certain information is subject to required public disclosure under the Public Information Act (the “Act”), chapter 552 of the Government Code. Your request was assigned ID# 744856 (ORR# 2018-0161-DA.SO).

The Hidalgo County Sheriff’s Office (the “sheriff’s office”) received a request for all documents referencing Hawk Analytics, Inc. (“Hawk”) and a specified product, including any contracts, subscriptions, e-mails, training documents, and statistical reports. Although the sheriff’s office takes no position regarding whether the submitted information is excepted from disclosure, you state its release may implicate the proprietary interests of Hawk. Accordingly, you state, and provide documentation showing, you notified Hawk of the request for information and of its right to submit arguments to this office. *See Gov’t Code § 552.305(d); see also Open Records Decision No. 542 (1990) (statutory predecessor to section 552.305 permits governmental body to rely on interested third party to raise and explain applicability of exception in the Act in certain circumstances).* We have reviewed the submitted information.

Initially, we note you have not submitted information responsive to the portion of the request pertaining to the contract. To the extent any information responsive to this portion of the request existed on the date the sheriff's office received the request, we assume the sheriff's office has released it. If the sheriff's office has not released any such information, it must do so at this time. *See Gov't Code §§ 552.301(a), .302; see also Open Records Decision No. 664 (2000) (if governmental body concludes no exceptions apply to requested information, it must release information as soon as possible).*

An interested third party is allowed ten business days after the date of its receipt of the governmental body's notice under section 552.305(d) of the Government Code to submit its reasons, if any, as to why information relating to that party should be withheld from public disclosure. *See Gov't Code § 552.305(d)(2)(B).* As of the date of this ruling, we have not received comments from Hawk explaining why the information at issue should not be released. Thus, we have no basis to conclude Hawk has a protected proprietary interest in the submitted information. *See id.* § 552.110; Open Records Decision Nos. 661 at 5-6 (1999) (to prevent disclosure of commercial or financial information, party must show by specific factual evidence, not conclusory or generalized allegations, release of requested information would cause that party substantial competitive harm), 552 at 5 (1990) (party must establish *prima facie* case that information is trade secret), 542 at 3. Therefore, the sheriff's office may not withhold the submitted information on the basis of any proprietary interest Hawk may have in the information.

We note some of the information at issue may be protected by copyright. A custodian of public records must comply with the copyright law and is not required to furnish copies of records that are copyrighted. Open Records Decision No. 180 at 3 (1977). A governmental body must allow inspection of copyrighted materials unless an exception applies to the information. *Id.*; *see* Open Records Decision No. 109 (1975). If a member of the public wishes to make copies of copyrighted materials, the person must do so unassisted by the governmental body. In making copies, the member of the public assumes the duty of compliance with the copyright law and the risk of a copyright infringement suit. As no exceptions to disclosure are raised, the sheriff's office must release the submitted information; however, any information protected by copyright may only be released in accordance with copyright law.

This letter ruling is limited to the particular information at issue in this request and limited to the facts as presented to us; therefore, this ruling must not be relied upon as a previous determination regarding any other information or any other circumstances.

This ruling triggers important deadlines regarding the rights and responsibilities of the governmental body and of the requestor. For more information concerning those rights and responsibilities, please visit our website at [http://www.texasattorneygeneral.gov/open/orl\\_ruling\\_info.shtml](http://www.texasattorneygeneral.gov/open/orl_ruling_info.shtml), or call the Office of the Attorney General's Open Government Hotline, toll free, at (877) 673-6839. Questions concerning the allowable charges for

providing public information under the Act may be directed to the Office of the Attorney General, toll free, at (888) 672-6787.

Sincerely,



James M. Graham  
Assistant Attorney General  
Open Records Division

JMG/som

Ref: ID# 744856

Enc. Submitted documents

c: Requestor  
(w/o enclosures)

Third Party  
(w/o enclosures)

**CASE MANAGER**

CellHawk

New Tab  https://hawkanalytics.com

Apps  Main Web Client  T2D Employee Port  Cell Hawk  CLEAR  LEEP Logon

**ANNOUNCEMENTS**

You Talked, We Listened – CellHawk Follow On Update  
Posted October 6, 2018 by nico@hawkanalytics.com

Hawk Analytics Inc. has pushed out an update over one weekend based on user feedback on our hardware. This release includes: New Color Prints – choose from more colors to display your analysis Multiple Print Agents – ability to set multiple agents for a single listener at a time. [READ MORE](#)

Hawk Analytics at IACP  
Posted October 6, 2018 by nico@hawkalytics.com

Come out and visit the Hawk Booth at the International Association of Chiefs of Police for the 125th Conference and Exposition in Orlando, FL October 8-9, 2018! We look forward to seeing you there! <http://www.thecpcconference.org/> [READ MORE](#)

Dallas and New York Trainings Almost Full!  
Posted October 8, 2018 by nico@hawkalytics.com

Our two upcoming classes are almost full! If you were planning on registering for our October Dallas, TX area or Newark, NJ training do it quick before all spots are gone! Less than 10 seats left in each to register for either class. Visit our trainings page for more information.

**FROM SUPPORT@HAWK**

**CELLULAR TECHNOLOGY IN THE NEWS**

Sheriff's Investigator's testimony highlights large bank transactions by Patterson  
Posted October 11, 2018 by nico@hawkanalytics.com

Much of the whereabouts Monica Melisa Patterson had thus far focused heavily on the theft and manipulation of a faulty charges and fees and less on the more serious allegation of embezzlement. Thursday was not the exception. Testimony from Hudspeth County Sheriff's Office investigator Adam Patterson, who was called to the stand to detail. [READ MORE](#)

Mansion Murders Suspect Searched for Hideout Cities on Phone, Witness Testifies  
Posted October 11, 2018 by nico@hawkanalytics.com

In the days following the murder of three members of a D.C. family and their housekeeper, the man accused of committing the crime searched for coordinates with no extradition fees and hideout cities for himself on his smartphone, an expert witness testified Tuesday. Clinton Morris is charged with murder in the death of Savana Sandovics, 45. [READ MORE](#)

Presidental alert: US mobile phones get test message  
Posted October 8, 2018 by nico@hawkanalytics.com

We are updating our mobile infrastructure and a brief initial alert for cell numbers number in my return?

**FAQS**

Why is my AT&T TURBO 3G report missing in disparate locations?  
How Do I Edit Existing Addresses in Contact?  
How Do I Generate My Virtual Return?  
Where Specific Locations device ID's?  
Where is my CellPhone Address in UTC? How do I change the time zone?  
How Do I Edit Existing Addresses in Contact?  
What is the difference between a Straight Line and a Crossover?  
What is the best Vector? VTE File, Not Loading?  
Why is my CellPhone extraction sometimes not being received?

CellBank    New Tab    C https://hawkeyalytics.com

Apps Employee Port. Cell Hawk L: CLEAR LEP Login

## CASE MANAGER

Case Number	Description	Created	Actions
Robbery		2018-04-30 03:02:51 PM	L: 1 ↗ 12
18-018326	Frank's 1st-in-theater Aggravated Robbery	2018-05-13 09:16:07 PM	L: 1 ↗ 22
18-08801		2018-05-08 08:58:48 PM	L: 1 ↗ 24
18-03649		2018-02-16 05:13:18 PM	L: 1 ↗ 14
Mission PD Case	contra	2018-02-08 04:15:48 PM	L: 1 ↗ 12
192b		2017-11-21 04:40:57 PM	L: 1 ↗ 14
17-43738		2017-11-08 04:58:23 PM	L: 1 ↗ 23
17-40945		2017-10-18 05:35:06 PM	L: 1 ↗ 22
17-40786		2017-10-17 02:48:49 PM	L: 1 ↗ 22
17-33192		2017-08-22 11:58:38 PM	L: 1 ↗ 22

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## FROM SUPPORT@HAWK

### ANNOUNCEMENTS

You Talked, We Listened – CellHawk Follow On Update  
Posted October 8, 2018 by nicoe@hawkanalytics.com

Hawk Analytics, Inc. has pushed out an update over the weekend based on user feedback on our huge HAWK Listener re-launch release two weeks ago. This latest release includes: New Color Palette – choose from more colors to display your analysis Multiple Ping Alerts – ability to set multiple alerts for a ping listener at a time [READ MORE](#)

HAWK Analytics at IACP!  
Posted October 8, 2018 by nicoe@hawkanalytics.com

Come out and visit the Hawk Booth at the International Association of Chiefs of Police for the 125th Conference and Exposition in Orlando, FL October 8-9, 2018! We look forward to seeing you there! <https://www.theiapp.org/conference.aspx> [READ MORE](#)

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## ACCOUNT INFO

Agency: Hidalgo County (TX) Sheriff's Office  
User: bauer.vargase@hidalgo50.org  
Change Password

Cases: 43  
Phones: 96  
Records: 285,559  
Quota: Unlimited  
Renewal: 2019-09-23 Renewal Due in 338 days

## PHONE LOOKUP

Create New Case |

FAQS

My SuriNet records were provided to us in UTC. How do I change the time zone?  
[View Answer](#)

Why is my AT&T T-Mobile OOS report missing in disparate locations?  
[View Answer](#)

How do I bulk upload Addresses into CellHawk?  
[View Answer](#)

How Do I Import/Export/Version Return?  
[View Answer](#)

What are Google locations devices ID's?  
[View Answer](#)

I have uploaded my GPS file, why are no points are showing on the map?  
[View Answer](#)

Will CellHawk adjust for Time Zone?  
[View Answer](#)

Why is my Telephone File Missing in a Specific Link?  
[View Answer](#)

Why is my Verizon VoLTE file not loading?  
[View Answer](#)

Why is my CellSite extraction sometimes not being detected?  
[View Answer](#)

Why do I receive an AT&T mobility report and a Landline report for one report number in my account?  
[View Answer](#)

Cellhawk  New Tab

G  https://hawkanalyics.com

4gps  Hawk Web Client  TAP Employee Pos.  Cell Hawk  CLEAR  LEEP Login

# CASE MANAGER

[Create New Case](#)

Case Number	Description	Created	Actions
17-22447		2017-05-05 05:01:54 PM	<input type="button" value="L1"/> <input type="button" value="L2"/> <input type="button" value="L3"/>
17-20904		2017-05-30 08:25:01 PM	<input type="button" value="L1"/> <input type="button" value="L2"/> <input type="button" value="L3"/>
17-20289		2017-05-21 05:05:37 PM	<input type="button" value="L1"/> <input type="button" value="L2"/> <input type="button" value="L3"/>
17-18620		2017-05-09 01:12:08 PM	<input type="button" value="L1"/> <input type="button" value="L2"/> <input type="button" value="L3"/>
17-16125		2017-05-05 06:14:55:56 PM	<input type="button" value="L1"/> <input type="button" value="L2"/> <input type="button" value="L3"/>
17-06391		2017-02-23 06:55:38 PM	<input type="button" value="L1"/> <input type="button" value="L2"/> <input type="button" value="L3"/>
16-20513	Daniel Sedda	2016-10-07 04:02:15 PM	<input type="button" value="L1"/> <input type="button" value="L2"/> <input type="button" value="L3"/>
16-new		2016-10-07 05:22:11 AM	<input type="button" value="L1"/> <input type="button" value="L2"/> <input type="button" value="L3"/>
16-37216	Amberlee Carter (Julie's Exconer)	2016-09-21 10:00:25 PM	<input type="button" value="L1"/> <input type="button" value="L2"/> <input type="button" value="L3"/>
16-33304		2016-09-01 02:25:30 PM	<input type="button" value="L1"/> <input type="button" value="L2"/> <input type="button" value="L3"/>

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## FROM SUPPORT@HAWK

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Posted October 8, 2018 by [nico@hawkanalyics.com](#)

Hawk Analytics, Inc. has pushed out an update over the weekend based on user feedback on our huge ping listener re-handshake now works and this latest release includes: New Color Palette – choose from more colors to display your analysis Multiple Ping Alerts – ability to set multiple alerts for a ping listener at a time [READ MORE](#)

Hawk Analytics at IACP  
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Come out and visit the Hawk Booth at the International Association of Chiefs of Police for the IACP Conference and Exposition in Orlando, FL October 8-9, 2018. We look forward to seeing you there! [READ MORE](#)

Dallas and Normandy Trainings Almost Full!  
Posted October 8, 2018 by [nico@hawkanalyics.com](#)

Our first upcoming classes are almost full! If you were planning on registering for our greater Dallas, TX area or Normandy, CA training do it quick before all spots are gone! Less than 10 seats left in each. To register for either classes visit our calendar page here: [View schedule](#)

### ACCOUNT INFO

Agency: Hidalgo County (TX) Sheriff's Office  
User: javier.vargas@hidalgo.org  
Change Password

### PHONE LOOKUP

Create New Case | Search Warrant... | Preservation Letter... | Search...

### FAQS

Why is my AT&T/COS center rate limited in different locations?  
How Do I Set Up Auto-Answers (Mo) Calls?  
How Do I Intercept My Voicemail Return?  
Where are Specific Locations Device ID's?  
I have selected my GPS file, why are no points are showing on the map?  
How do I Unbind my cell site list that I downloaded from NOCAC and Cellhawk?  
Will CellPhone Adjust for Time Zone?  
Why Is My Telephone File Matching In A Straight Line?  
Why Is My Verizon Voice File Not Loading?  
Why Is My Cellphone Duration Statistics Not Being Collected?  
Why do I receive so many mobile device and a bunch of them for one individual number in my account?

### CELLULAR TECHNOLOGY IN THE NEWS

Sheriff's Investigator's testimony highlights large bank transactions by Patterson  
Posted October 11, 2018 by [nico@hawkanalyics.com](#)

Much of the wreckage Monica Nichols Patterson had thus far focused heavily on the theft and misapplication of a Mercury changes are facts and test on the more serious allegation of capital murder. Thursday was not the exception. Testimony from Hidalgo County Sheriff's Office Investigative Agent Palmer, who was called to the stand to detail [READ MORE](#)

Mansion Murders Suspect Searched for Hideout Cities on Phone, Witness Testifies  
Posted October 7, 2018 by [nico@hawkanalyics.com](#)

In the days following the murder of three members of a DC family and their housekeeper, one man accused of committing the crime searched for coordinates with no extradition breaths and honest calls for fugitives on his collection, an aspect witness testified Tuesday. Damon Wind is charged with murder in the deaths of Steven Savocchio, 46. [READ MORE](#)

Presidential alert: US mobile phones get test message  
Posted October 8, 2018 by [nico@hawkanalyics.com](#)

CellHawk      Apps      InMail Web Client      Trap Employee Po.      Cell Hawk      CLEAR      UEP Login

New Tab      https://hawkanalytics.com

**CASE MANAGER**

Case Number	Description	Created	Actions
16-32755		2016-09-22 10:03:21 PM	L1 L2 L4
epd		2016-07-21 02:59:29 PM	L1 L2 L4
16-13728 3		2016-06-16 03:40:20 PM	L1 L2 L4
16-088656		2016-05-28 02:34:48 PM	L1 L2 L4
nb	nb	2016-03-25 04:50:29 PM	L1 L2 L4
14-05889	barjcs	2016-02-15 12:01:01 AM	L1 L2 L4
15-51259	Dario Street Homicide	2016-02-02 03:01:00 PM	L1 L2 L4
14-0567	marin margarito	2015-07-17 04:32:26 PM	L1 L2 L4
13-5552	Chay	2015-07-08 04:24:09 PM	L1 L2 L4
15-16738	Lazaro and Jose Luis	2015-06-24 04:54:20 PM	L1 L2 L4

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Agency: Hudspeth County (TX) Sheriff's Office  
User: javier.vargas@hidalgo50.org  
CHANGE PASSWORD

Cases: 43	Phones: 96	Records: 255,559	Quota: Unlimited
Renewal: 2019-09-23	Renewal Due in 336 days		

**PHONE LOOKUP**

Create New Case | Search Warrant... | Search Letter...

## FAQS

My Senate records were provided totally in UTC. How do I change the time zone?

Why is my AT&T iMOS report managing in disparate locations?

How Do I Bulk Upload Addresses into CellHawk?

How Do I Integrate my Verizon Renewal?

What are Socials locations device ID's?

I have updated my GPS file. Why are no points are shown on the map?

How do I upload my cell site list that I downloaded from NOAC into CellHawk?

With CallHawk, Address for Time Zone?

Why Is My Mobile File Missing In Straight Line?

Why is my CallHawk extraction, several dates not being accepted?

Why do I receive an AT&T mobility report and a baseline report for one direct number in my renewals?

**CELLULAR TECHNOLOGY IN THE NEWS**

**Sheriff's Investigator's testimony highlights large bank transactions by Patterson**  
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Much of the weeklong Monica Melissa Patterson trial has thus far focused heavily on the threat and manipulation of a robbery charge she faces and less on the more serious allegation of capital murder. Thursday was no exception. Testimony from Hudspeth County Sheriff's Office Investigator Adam Patterson, who was called to the stand to detail [READ MORE](#)

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Call Hawk  New Tab  https://hawkanalytics.com

4ps  Hawk Web Client  TIAO Employee Port.  Call Hawk  CLEAR  LEEP Login

## CASE MANAGER



**Case Manager**

[Create New Case](#) | [Search Warrant](#)

Case Number	Description	Created	Actions
14-38067	Sergio Salazar	2015-06-22 08:18:47 PM	<input type="button"/> <input type="button"/> <input type="button"/>
15-03444	Joel	2015-06-18 08:19:36 PM	<input type="button"/> <input type="button"/> <input type="button"/>
15-15278	Muro	2015-06-15 04:45:06 PM	<input type="button"/> <input type="button"/> <input type="button"/>

Page 3 of 5 View 41 - 43 of 43

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Change Password

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Renewal: 2019-09-23 Renewal Due in 335 days

## PHONE LOOKUP

[Search](#)

Preservation Letter:  Search Warrant:

## FAQS

Why Sound records were recorded daily in UTC. How do I change the time zone?

Why is my AT&T/Metropcs number in disparate locations?

How Do Bulk Deleted Addresses End up in Cellhawk?

How Do I Unfreeze my Warrant Return?

What are Social Locations device ID's?

What is included in the SPE file, what are 10 points are thrown on the SPE?

How do I listen to my cell site so that I can identify from NIDAC into Cellhawk?

Will Cellhawk Adjust for Time Zone?

Why is my Telephone File Missing in a Straight Line?

Why is my Verizon MyTE File Not Loading?

Why is my Cellular attachment sometimes not being received?

Why do I receive an ATT mobile message about my current number in my inbox?

## CELLULAR TECHNOLOGY IN THE NEWS

**CELLULAR TECHNOLOGY IN THE NEWS**

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In the days following the murder of three members of a DC family and their housekeeper, the man accused of committing the crime searched for coordinates with no extradition requests and visited cities (or highways) on his cell phone, an aspect witness testified Tuesday. Daniel Vining was charged with murder in the deaths of Savana, Savanna, and Savanna.

[READ MORE](#)

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Posted October 8, 2018 by [mcclure@hawkanalytics.com](#)

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From: "Tim Smith" <tim@hawkanalytics.com>  
To: "javier.vargas@hidalgoso.org" <javier.vargas@hidalgoso.org>  
Subject: CellHawk  
Date: 7/25/2018 2:36:55 PM

Hello Javier

I hope you are doing well. I just wanted to remind you that your Cellhawk account is up for renewal in approximately 60 days (9/23/18). I also wanted to confirm that you received the invoice I sent you. Thank you

Best Regards,

Tim Smith, DEA (ret)  
Hawk Analytics, Inc. | CellHawk  
Customer Success Team  
(469) 373-HAWK (4295) ext 704 (PST)  
[hawkalytics.com](http://hawkalytics.com)

**REGISTER NOW** to receive access to Support@Hawk – a **FREE** resource for anyone in law enforcement who works with cell phone Call Detail Records (CDRs). Get access to a Free Phone Look-up Tool, Legal Process Templates, Reference Library, Carrier Information, News & Events, Investigations Resources, CellHawk Support, *and much more...*

From: "Tim Smith" <tim@hawkanalytics.com>  
To: "javier.vargas@hidalgoso.org" <javier.vargas@hidalgoso.org>  
Subject: CellHawk  
Date: 6/26/2018 4:09:11 PM

Hello Javier

Hope you are doing good and all continues to go well with CellHawk. Your account is coming up for renewal in approximately 90 days (9/24/18) and I would like to begin the renewal process to avoid any interruption in service. I have attached an invoice for your convenience. Please let me know if you have any questions.

Best Regards,

Tim Smith, DEA (ret)  
Hawk Analytics, Inc. | CellHawk  
Customer Success Team  
(469) 373-HAWK (4295) ext 704 (PST)  
[hawkalytics.com](http://hawkalytics.com)

**REGISTER NOW** to receive access to Support@Hawk – a **FREE** resource for anyone in law enforcement who works with cell phone Call Detail Records (CDRs). Get access to a Free Phone Look-up Tool, Legal Process Templates, Reference Library, Carrier Information, News & Events, Investigations Resources, CellHawk Support, *and much more...*

From: "Tim Smith" <tim@hawkanalytics.com>  
To: "javier.vargas@hidalgoso.org" <javier.vargas@hidalgoso.org>  
Subject: CellHawk  
Date: 3/23/2018 10:02:40 AM

Hello Javier

My name is Tim Smith and I am the Director of Customer Success at CellHawk. I am trying to make sure all is well with your CellHawk experience and inquire if your department would be interested in some refresher training. Please let me know if I can assist you.

Best Regards,

**Tim Smith, DEA (ret)**  
**Hawk Analytics, Inc. | CellHawk**  
**Customer Success Team**  
**(469) 373-HAWK (4295) ext 704 (PST)**  
[hawkanalytics.com](http://hawkanalytics.com)

**REGISTER NOW** to receive access to Support@Hawk – a **FREE** resource for anyone in law enforcement who works with cell phone Call Detail Records (CDRs). Get access to a Free Phone Look-up Tool, Legal Process Templates, Reference Library, Carrier Information, News & Events, Investigations Resources, CellHawk Support, *and much more...*

From: "Nicole Poser" <mailer@scheduleonce.com>  
To: "javier.vargas" <javier.vargas@hidalgoso.org>  
Subject: Booking confirmed: CellHawk Training Webinar  
Date: 1/30/2018 11:35:54 AM

## Your booking is confirmed

**Dear Javier Vargas,**

Your booking is confirmed. See below for more information. If the event is not already in your calendar, please use the calendar links provided below to add it.



### Booking details

#### **Event type**

CellHawk Training Webinar

#### **Time**

Fri, Feb 9, 2018, 10:00am - 11:00am

United States; Central time (GMT-6:00)

#### **Cancel/Reschedule**

#### **Training Webinar Info**

<https://www.gotomeet.me/NPoser>

#### **Tracking ID**

468800FA



### Calendar event

If the event is not already in your calendar, you may add it from here:

[Add to Outlook Calendar](#)

[Add to Google Calendar](#)

[Add to Apple Calendar](#)

[Mobile and other calendars](#)



## Your information

**Full Name (first and last)**

Javier Vargas

**Organization**

Hidalgo County Sheriffs Office

**Organization State**

Texas

From: "Support Team" <[support@hawkalytics.com](mailto:support@hawkanalytics.com)>  
To: [javier.vargas@hidalgoso.org](mailto:javier.vargas@hidalgoso.org)  
Subject: Important Fix - CellHawk Update for Sprint CDRs  
Date: 12/28/2017 3:23:32 PM

\*\*\* You are receiving this IMPORTANT email again since our records show you did not open the initial email sent a couple weeks ago \*\*\*

Earlier this month, **CellHawk** was updated to process Sprint text message time zones that are in GMT. A few weeks ago, we became aware that beginning in June 2017, Sprint may provide text message time stamps in GMT if the referenced NEID is in the 540-559 range.

We encourage all users to review Sprint records uploaded since June of 2017, as the time zone conversion for the text message may contain an incorrect conversion if the above NEID's were referenced. Reloading the records will alleviate any miscalculation.

This update was brought to our attention by a **CellHawk** user. We encourage our users to email [support@hawkalytics.com](mailto:support@hawkalytics.com) anytime you become aware of a new file format.

Please contact us with any questions.

**Nicole Poser**  
Hawk Analytics, Inc. | CellHawk  
Director of Customer Success  
O (469) 373-HAWK (4295) - ext 702 (CST)  
[HawkAnalytics.com](http://HawkAnalytics.com)

This email was sent to [javier.vargas@hidalgoso.org](mailto:javier.vargas@hidalgoso.org)  
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Hawk Analytics · 2652 FM 407 · Suite 215-E · Bartonville, TX 76226 · USA

From: "Support Team" <[support@hawkanalytics.com](mailto:support@hawkanalytics.com)>  
To: [javier.vargas@hidalgoso.org](mailto:javier.vargas@hidalgoso.org)  
Subject: Important Fix - CellHawk Update for Sprint CDRs  
Date: 12/18/2017 1:26:23 PM

Last week **CellHawk** was updated to process Sprint text message time zones that are in GMT. Early last week we became aware that beginning in June 2017, Sprint may provide text message time stamps in GMT if the referenced NEID is in the 540-559 range.

We encourage all users to review Sprint records uploaded since June of 2017, as the time zone conversion for the text message may contain an incorrect conversion if the above NEID's were referenced. Reloading the records will alleviate any miscalculation.

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Director of Customer Success  
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This email was sent to [javier.vargas@hidalgoso.org](mailto:javier.vargas@hidalgoso.org)  
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